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LORETTO News

PROVIDING HOUSING, CARE AND SUPPORT

MARCH 2016



The next step

Search is on
for our new
apprentices.
Could it be
you? **P4-5**

GET IN TOUCH

To speak with your housing officer, phone
0141 420 7950



North
Lanarkshire:
Emma Wilson
emmaw@

lorettoha.co.uk
07436 544 390



South
Lanarkshire:
Joanne McMinn
joannem@

lorettoha.co.uk
07436 544 395



Glasgow:
Maryhill,
Lambhill,
Springburn,

Barmulloch:

Claire Latto

clairel@lorettoha.co.uk
07436 544 392



All other areas
in Glasgow:
Yvonne Reilly
yvonne@

lorettoha.co.uk
07974 748 578



Falkirk,
Grangemouth,
Kirkintilloch:
Paul McArthur

paulm3@lorettoha.co.uk
07442 497 944



Renfrew,
Linwood,
Johnstone:
Lynsey

Fotheringham

lynseyf@lorettoha.co.uk
0797 423 3962



Paisley and
Dumbarton:
Lynne Whitehorn
lynnew@

lorettoha.co.uk
07773 394 258

**STAY SAFE: A bin
fire in Yoker put
residents' lives at risk**



Make sure you are safe

WE want all our tenants to stay safe at home - and avoid the risk of fire.

The Scottish Fire and Rescue Service deals with thousands of deliberate fires every year.

These fires are often the result of anti-social behaviour and the illegal dumping of rubbish.

A deliberate fire in a bin store at a Loretto home in Yoker, Glasgow, recently was caused by a firework.

That's why it's vital to report any suspicious behaviour to the police and fire service.

You can also call us any time on 0141 420 7950 and leave details of any incident and your housing officer will follow it up.

Leaving rubbish or other items in stairwells or other communal areas also puts lives at risk.

A spokesperson for the Scottish Fire and Rescue

Avoid the risk of fire at home

Service said: "It is important communal closes are kept clear as even a small bag of rubbish set alight can fill a stairwell with smoke and any objects kept on landings can block people's escape.

"Always ensure landings are kept clear and if you do notice rubbish piling up, report this to your housing officer as quickly as possible."

The Scottish Fire and Rescue Service can also arrange a free home fire safety visit to make sure you stay safe at home.

To arrange a free home fire safety visit, talk to your housing officer, call free on 0800 073 1999, text 'FIRE' to 80800 or visit www.firescotland.gov.uk

The magic number...

IF you pay your rent by online banking, in the bank or by standing order, remember to use your rent reference number as the reference for your payment.

That helps us process your payment quickly.

If you don't use it - and use a reminder like 'mum's rent' instead - it delays the payment going into your account.

You'll find your rent reference number on your rent card or a recent letter.

If you can't find it, talk to your housing officer.

Why not use our online services to pay your bills? This information is already there - making it easier for you.

There's an easy guide at www.lorettoha.co.uk

Tenant Robert Majury, from Glasgow, pictured below with Wheatley's James Duff, won an iPad Air in our recent prize draw for tenants who signed up.



**Loretto
Housing**



Loretto Housing Association Limited: registered under the Co-operative and Community Benefit Societies Act 2014 No. 1920R(S); recognised by HM Revenue and Customs as a Scottish Charity No. SC007241; registered social landlord No. 154 with the Scottish Housing Regulator under the Housing (Scotland) Act 2010.

VAT No: 135 5317 26

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Smart new kitchen? We're well chuffed!

Homes warmer, drier and cheaper to run after £1.75m upgrade

LORETTO tenants are enjoying new kitchens, boilers and bathrooms – and saving money on their fuel bills.

Our £1.75 million investment programme is upgrading homes to make them warmer, drier and better in every way.

Hundreds of tenants from Grangemouth to Lanark are enjoying new kitchens, bathrooms and boilers. And they're benefiting from lower gas and electricity bills too.

Tenant David Smith and his wife Liz, from Thomson Street, Johnstone, got a new kitchen installed before Christmas – and are delighted with the results.

David, 58, a computer technician, said: "I'm well chuffed.

"The guys were polite, friendly and clean. They did a good job and it all went very smoothly.

"I've lived here for 20 years and we got our central heating upgraded last year and a new boiler installed.

"We're already saving money on our fuel bills. Tenants can contact Loretto at any time and staff are always very approachable.

"Loretto is spending a lot of money on homes and it's money well spent."



COOKING UP A TREAT:
David and Liz are delighted with their new kitchen

Tricia McShane, Loretto's Head of Housing, added: "We want tenants' homes and communities to be somewhere they are proud to live in.

"Our investment is not only making homes warmer and drier, but helps

tenants cut their fuel bills at the same time.

"I'm delighted David and Liz are enjoying their new kitchen."

For more on how Loretto will be upgrading existing homes and building new ones, see page 6.

Tenants enjoy homes that are better in every way

LORETTO has spent more than £1.75 million recently upgrading homes with new kitchens, bathrooms and boilers.

We've installed kitchens and boilers in 40 homes in Graham Street, Thomson Street and Buchanan Way, Johnstone; another 29 in Ryewraes Road, Linwood; and 31 in



Broomlands Court, Paisley.

Another 34 tenants in Smyllum Road, Lanark, are also enjoying new kitchens.

Tenants in Keppochhill Road, Springburn, Glasgow, are also celebrating after 26 new kitchens were installed.

We've just started work putting in new bathrooms in 46 Loretto homes in St James Way in Coatbridge and in another 40 homes in Craigneuk.

Work on installing new windows and doors in 52

homes in Inchyra Place, Grangemouth, is starting this month, as is putting in new boilers and kitchens for 30 tenants in Mill Road, Hamilton.

Loretto's Tricia McShane said: "Tenants are already enjoying living in homes with smart new energy-efficient kitchens, boilers and bathrooms."

Ways to pay your rent

There are nine ways to pay your rent. Remember, rent is paid in advance and is due on the 28th of the month.

DIRECT DEBIT Set up a bank instruction to pay your rent weekly, fortnightly, four-weekly or monthly.

ONLINE Register for our new online services at www.lorettoha.co.uk and click on 'log in or register now'. If you've not already registered, follow the simple step-by-step guide.

BY STANDING ORDER Set up a standing order with your bank.

BY TELEPHONE Call 0141 420 7950 to pay by debit or credit card.

IN PERSON Drop into our shop at 173 Trongate, Glasgow, and pay by cash, cheque, credit or debit card.

BY PAYPOINT At any shop that displays the PayPoint sign.

POST OFFICE Pay at any Post Office using your rent payment card.

BY POST Send a cheque or postal order to: Loretto Housing Association, Lipton House, 2nd floor, 170 Crown Street, Glasgow G5 9XD.

HOUSING BENEFIT If you receive full Housing Benefit your rent is paid by your local authority. If you receive partial Housing Benefit, you are responsible for paying the rest.

Your career can start right here

Apprenticeship with us can really take you places

IF any young people are looking for a step on the career ladder then we have just the job.

We're recruiting now for our Modern Apprenticeship programme.

If you're between 16 and 19 and have recently left, or are about to leave, school it could be a good move if you're looking to earn while you learn.

Successful candidates will work across Wheatley Group – Loretto's parent organisation – in a range of business areas including housing, support services and care.

You'll get paid work experience and training as well as an SVQ qualification.

You'll also get a generous holiday allowance and benefits package.

Apprenticeships last for two years and, while there's no guarantee of a job, most of our former apprentices have gone on to great careers.

You don't need any formal qualifications to apply.

Shannon McGrath, 17, right, from Glasgow, started with Loretto as an apprentice in August last year.

She said: "I'm really enjoying it. Colleagues are great. They treat me the

same as any other staff member.

"I really like interacting with customers and helping people.

"You should grab the opportunity with both hands"

"The apprenticeship has helped me. I was really shy but now my confidence has improved and I feel I can trust my own judgement.

"There are so many benefits to an apprenticeship here. Eventually I'd like to work my way up to becoming a housing officer.

"Even if you're not sure what you want to do, it really prepares you for work.

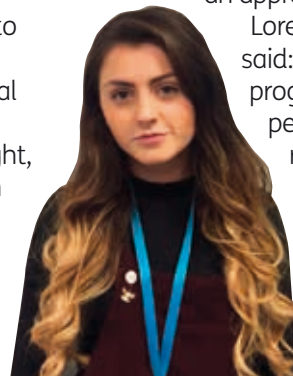
"You should grab the opportunity of an apprenticeship with both hands."

Loretto Director Cathy Fallon

said: "Our apprenticeship programme can help young people take the first steps in a rewarding career."

If you live in Glasgow, visit www.glasgow.mappit.org.uk

If you live outside Glasgow, email ma@wheatley-group.com



It's helped me get to grips with

Callan Donaldson, 16, a Loretto tenant from Fergusson Place, East Kilbride, started an apprenticeship last August.

THE apprenticeship has helped me get to grips with the adult world of work.

There's a big difference between work and school.

I've definitely grown up a lot and I'm more mature.

I've learned how to organise my time, make sure calendars are up to date and learned about computer software.

Staff here have been really good. Everyone is interested in what I have to say and is always offering me advice.

The apprenticeship is a great opportunity and definitely an interesting option for young people.

BRIGHT FUTURE: Former and current apprentices work across Wheatley Group – Loretto's parent organisation. From left, Admin Officer Danni Currie, Governance Assistant Aidan Williams, Factoring Agent Emma Shearer, current apprentice Chelsea McPhail, and, at the front, Housing Officer Pamela Campbell



in the world of work

Most people don't get the chance to work in such a big organisation.

It broadens your choices, whatever it is you want to do or whatever career you want to go into.

After I finish the apprenticeship I hope to do a housing degree.

My first choice would be to work as a housing officer, but working anywhere in an organisation like this would be interesting.



WELFARE REFORM

Housing Benefit changes to come

THE UK Government is making more changes to the benefits system – and we're here to help people affected.

From 1 April, anyone of working age will only be able to claim backdated Housing Benefit for a month instead of six months.

You won't be affected if your claim has been suspended or where you're due extra income for a previous period, such as backdated disability benefit.

If you've had a gap in your entitlement, please let your local authority know so that they can review the decision to terminate your claim.

But you'll have to show 'good cause' for not claiming earlier throughout the period when your claim was cancelled.

Remember, Loretto can help. Reviews can sometimes take weeks to resolve, so the earlier you come and talk to us the better.

Speak to your housing officer or visit www.lorettoha.co.uk

Latest update on Universal Credit

TENANTS who are on Universal Credit will have to let the Department of Work and Pensions (DWP) know if there is any change in their rent.

A small number of tenants claim the new benefit, which was introduced by the UK Government last year.

It's now the responsibility of tenants on Universal Credit to contact the DWP if there is any change to their rent.

If you're on Universal Credit, speak to the DWP, then come and talk to us. Remember, Loretto can help you claim all the benefits you're entitled to.

Speak to your housing officer or visit www.lorettoha.co.uk

'Investing in Your Future'



LORETTO has unveiled ambitious plans for tenants and communities over the next five years.

We'll be spending millions of pounds on homes, creating new jobs and improving our repairs service.

We'll also be helping tenants do more online, introducing new services for tenants with care needs, and developing staff to provide excellent service to tenants – all while keeping rents affordable.

The five-year strategy – called 'Investing in our Futures' – will see Loretto, along with the other members of Wheatley Group, build hundreds of new homes and improve existing homes.

That includes providing more affordable options, such as mid-market rent, for people who don't qualify for social housing.



AYE PAD: We want to help as many tenants as possible get online

That investment will also help us create jobs and training opportunities.

Over the next five years Loretto will invest £46 million building more than 450 new affordable homes. We'll invest £8m in improving existing homes.

And Loretto will also continue to expand services – including improved online services, so people can do more online at a time and


place that suits – and develop our repairs service.

And we'll also work over the next five years to introduce new personalised services for tenants with care needs.

That includes helping vulnerable tenants to stay in their own homes for longer and building more amenity homes for older tenants.

Loretto Director Cathy Fallon said: "The next five years will see Loretto do more than ever before for tenants and communities.

"We'll be building 450 homes as well as improving our existing homes and we'll also work to make sure our services are tailored to tenants' needs – for example, that means helping tenants do more online. It's an exciting time."

 **To find out more about our plans, visit www.lorettoha.co.uk**

450 affordable homes to be built over next five years

LORETTO will spend £46 million on building more than 450 affordable homes over the next five years.

In Glasgow, 21 homes for older tenants in Mossspark Boulevard will be finished shortly and 55 new homes in Eriboll Street, Springburn, should be complete by August.

In Barclay Street, Springburn, 49 homes should be finished by summer



2017. In North Lanarkshire, Loretto plans to build 24 homes for older

people in Muirhall Street, Coatbridge.

Next year, work will start on another 110 Loretto homes in Buckley Street, Wallacewell Quadrant and Shawbridge Street, in Glasgow.

Loretto's Cathy Fallon said: "The next five years will see modern, spacious, energy-efficient homes built across Loretto communities."



GREAT SERVICE: Michael Maguire with fuel advisor Michelle

Warmer home, cheaper bills

OUR fuel advisor is keeping tenants warm at home and saving them money.

We can give you expert advice on cutting your fuel bills and accessing the cheapest tariffs.

Our advisor Michelle can also speak to fuel providers on behalf of tenants and arrange low-cost payment arrangements and, depending on their circumstances, help them write off long-term debt.

Tenant Michael Maguire, 43, from Blantyre, is saving around £50 a month on his fuel bills.

Our fuel advisor is saving tenants money

Michael said: “When I moved in my debt had built up and the meter was on too high a tariff.

“Michelle came out to visit me and helped sort it all out.

“She helped me get the debt wiped and gave me energy-saving advice. It’s made a big difference.

“The help I received was outstanding. I’m now paying less on my bills and the house is nice and warm.

“I couldn’t praise Michelle highly enough.”

Loretto’s David MacKenzie added: “The fuel advice service makes a real difference to people’s lives.”

Remember, if you’re moving from storage heating to gas central heating, your meter will have to be changed – so it’s important you talk to your fuel advisor.

To make an appointment, talk to your housing officer.

Handyperson is a big help

TENANTS are loving getting a helping hand with odd jobs around the home.

Our Handyperson service is there to help tenants who are over 60 or disabled with small jobs around the home. And it’s proving a big hit.

From March last year to January this year, more than 135 Loretto tenants used the Handyperson service – with well over 200 jobs carried out.

Those wee jobs have ranged from hanging curtains and plumbing in washing machines to assembling flat-pack furniture.

Loretto tenant Mary McAreavey, 66, from Lourdes Court, is delighted with the service.



She said: “I’ve used the Handyperson for cleaning the windows, putting up curtain rails and hanging curtains.

“It’s absolutely marvellous. The guys are really helpful, friendly and polite.

“If there’s anything needing done around the house that you can’t do yourself, all you do is phone up and ask them. It’s a great service.”

Loretto’s David MacKenzie said: “I know how much tenants appreciate the Handyperson.

“It’s one of our most popular services and is a great way of helping our older and disabled tenants with small tasks around the home.”

The Handyperson service now has new-look vans featuring the

HELPING HAND: Our Handyperson can help



logo of Wheatley Group, Loretto’s parent company.

To make an appointment, phone 0800 111 4404.



Tenants shape decisions

TENANTS came together to learn how they can shape what Loretto does. An event in Glasgow saw tenants from across Wheatley Group – Loretto’s parent company – learn about our scrutiny panel and tenant-led inspection teams.

The scrutiny panel looks in detail at how Loretto performs – for example in environmental services – and reports back to Loretto bosses. Inspection teams look at services from a tenant’s

perspective and report back on what works well and not so well.

Loretto tenant Yaya Dibba, left, from Huntershill Court in Glasgow, attended the information session.

She said: “It’s important to get tenants involved so they can shape what Loretto does.”

Loretto’s David MacKenzie added: “We always want to increase the ways tenants influence what we do.”

To get involved, phone 0141 274 6612.



Complaints help improve services

THE Scottish Housing Regulator asks Loretto to report on complaints.

Across Loretto Housing, from October to December 2015, 29 complaints were received.

Of these, 17 (59%) were upheld and 29 (100%) were resolved within the agreed timescale.

The most common complaints related to repairs, and the most common reason was the timescale to complete the work.

We want to learn from complaints so we can respond to things we don’t do so well.

We aim to resolve all complaints within five working days. You’ll know the name of the member of staff dealing with your complaint, and they’ll inform you of progress.

i You can make a complaint, comment or compliment by: emailing: housingteam@lorettoha.co.uk; dropping in or writing to: Loretto Housing Association, Lipton House, 170 Crown Street, Glasgow G5 9XD; or calling 0141 420 7950.

V	F	R	E	D	N	E	L	B	S	I	R	F	R	Z
U	K	S	J	J	J	Z	X	O	A	W	G	A	E	R
X	H	C	E	L	O	N	Z	P	N	T	X	N	K	Q
L	A	A	V	E	G	D	I	R	F	U	F	F	O	F
L	L	L	A	U	S	W	E	R	C	S	K	R	O	C
I	U	E	W	X	G	F	U	P	D	T	B	G	C	O
M	T	S	O	F	G	I	D	R	A	O	B	P	U	C
R	A	L	R	M	F	R	Y	I	N	G	P	A	N	J
E	P	I	C	K	Z	L	V	Z	Z	A	R	U	C	M
P	S	X	I	H	N	K	S	I	H	W	Y	D	C	Z
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Q	J	V	V	E	E	M	T	T	O	A	S	T	E	R
P	J	U	O	Q	N	U	O	H	F	P	T	D	P	L

Find the hidden words to win a £20 voucher!

- cooker
- fridge
- toaster
- microwave
- knife
- oven
- cupboard
- whisk
- blender
- scales
- spatula
- corkscrew
- peppermill
- colander
- frying pan

FIND the hidden words and you could win vouchers worth £20 in our fun competition.

Draw a line through each word listed here and send the completed wordsearch, with your name and address, to:

FREEPOST RTKS-GBKY-BSZR, Loretto News Competition, Loretto Housing Association, Lipton House, 170 Crown Street, Glasgow G5 9XD.

The closing date is 15 April. Last issue’s winner was Joan Birrell, of Applecross Quadrant, Wishaw. The word search was completed by daughter Eilidh, aged 11.

